

W-02327A-09-0284



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80877

Date: 8/5/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Larry and Ellen Walker

Account Name: Larry and Ellen Walker

Home: [REDACTED] Arizona Corporation Commission

Street: [REDACTED]

Work: DOCKETED

City: Sierra Vista

CBR: AUG - 6 2009

State: AZ Zip: 85650

is: [REDACTED]

Utility Company: Antelope Run Water Company

Division: Water

Contact Name: Joan Powers

Contact Phone: [REDACTED]

Nature of Complaint:

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Customer sent the following -

We were stunned when we received this request announcement and we object to it. First of all, how did the system get in such disrepair? Second, it is not proper business management to add on a monthly fee for repair work needed: a one time or short term assessment is more appropriate. There is no proposed end date on this increase. Third, the request would raise customer bills by approximately 223% - that seems a bit extreme, especially in today's hard-pressed economy.

For today at least, my neighbors and we have sufficient water pressure in our homes. So, anecdotally, from our little view of the world, there is no substance for a rate increase claim.

Thank you for the opportunity to write in and voice our concerns. The meeting time and date are quite inconvenient for persons outside the Tucson area with normal daytime working hours.

Sincerely,

The Walkers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

RECEIVED
2009 AUG -6 P 3:18
ARIZONA CORPORATION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/5/2009

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